

***** NOTICE OF MEETING *****

**BOARD OF DIRECTORS OF THE
NORTH TEXAS EMERGENCY COMMUNICATIONS CENTER, INC.**

**THURSDAY, JULY 10, 2014
3:00 P.M.**

**FARMERS BRANCH CITY HALL, 2ND FLOOR
13000 WILLIAM DODSON PARKWAY
FARMERS BRANCH, TEXAS 75234**

CITY COUNCIL STUDY SESSION ROOM

AGENDA

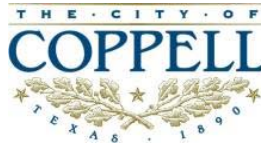
1. Call to Order
2. Consider Approval of the June 10, 2014 Board Minutes.
3. Consider Proposed Benefits for the North Texas Emergency Communication Center and Establish a Funding Rate and Employee Contribution Rate.
4. Consider Proposed Compensation Levels for the Operational Staff of the North Texas Emergency Communication Center.
5. Receive and discuss reports from Operational Committee, Human Resources Committee, Police Dispatch Team, Fire Dispatch Team, and Information and Technology Team, regarding status of policy development and other issues relating to transition from separate to consolidated dispatch operations
6. Adjourn

The Board reserves the right to go into closed executive session at any time during the meeting pursuant to the Texas Government Code §551.071(2) to seek confidential legal advice from the Corporation's attorneys regarding any agenda item listed hereon.

CERTIFICATE - I certify that the above agenda giving notice of meeting was posted on the bulletin board at the City Hall of _____, Texas on the _____ of _____ at _____.

City Secretary

This building is wheelchair accessible. Access to the building and special parking are available at the main entrance facing William Dodson Parkway. For accommodations or sign interpretive services, please contact the Farmers Branch City Secretary's Office at least 72 hours in advance at 972-919-2503.



AGENDA ITEM MEMO

MEETING DATE: July 10, 2014

TO: Board of Directors, North Texas Emergency Communications Center, Inc.

FROM: Ashley D. Mitchell, Administrative Services Director, City of Carrollton

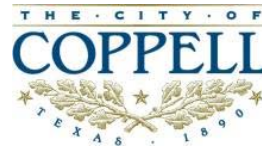
AGENDA ITEM #2 – Consider Approval of the June 10, 2014 North Texas Emergency Communication Center Board Minutes.

BACKGROUND:

Attached are the minutes from the June 10, 2014 Board meeting.

ATTACHMENTS:

June 10, 2014 Board minutes.



**BOARD OF DIRECTORS OF THE
NORTH TEXAS EMERGENCY COMMUNICATIONS CENTER, INC.**

TUESDAY, JUNE 10, 2014

3:00 P.M.

The North Texas Emergency Communication Center Board of Directors convened in a Regular Meeting on Tuesday, June 10, 2014 at 3:00 p.m. at the Farmers Branch City Hall with the following members present; President Gary Greer, City Manager, Farmers Branch; Vice President Clay Phillips, City Manager, Coppell; Secretary Leonard Martin, City Manager, Carrollton; and Treasurer Lea Dunn, City Manager, Addison.

1. Call to Order

CONSENT AGENDA: (All items marked with a single asterisk are part of a Consent Agenda and require no deliberation by the Board and can be acted on in one motion.*)**

***2.** Consider Approval of the May 1, 2014 Board Minutes.

***3.** Consider Resolution No. 2014-006 Ratifying the Change of Date of the June 2014 Board Meeting and Setting the Dates of the Regular Board Meetings for July through October, 2014.

Leonard Martin moved to adopt the consent agenda; second by Lea Dunn and the motion was approved with a unanimous 4-0 vote.

ACTION ITEMS:

4. Discuss and Consider the Position Description and Recruiting/Selection Process for Executive Director.

Discussion was held on the question of including the coordination of radio system issues as part of the duties and responsibilities listed in the job description. Kevin Kearns stated that the OAC felt it was a reasonable thing to do. He stated there may be a need for a special meeting later in June to take action on salary and benefits. He stated that their observation was that administration of the radio system used by public safety agencies in a joint com center was a very common duty and sometimes it involves the technical aspect of running the system. He felt that in this situation it was an administrative function of overseeing the contract services. A lengthy discussion was held with regard to requiring certifications.

Clay Phillips moved to adopt the job description with additional language such as 'related professional certifications and credentials will be considered' in order to give consideration to someone with certifications; second by Leonard Martin and the motion was approved with a unanimous 4-0 vote.

Discussion was held about the status of the benefit package and Ashley Mitchell, City of Carrollton Administrative Services Director/City Secretary, advised that they were working with TML but would not be able to get hard numbers until all of the claim information was provided.

5. Discuss and Consider Review and Selection Process for the Computer Aided Dispatch (CAD) system.

Kevin Kearns reminded the Board what was included in the scope of work and about previous discussions regarding a records management system. He stated that what was discussed was to do everything possible to work within the existing vendors that are in place in the four cities as opposed to doing a full market RFP. He stated that it was their belief that working with incumbent vendors, particularly incumbent vendors that have to compete against each other, would result in good choice and good value. He felt that at least one of the four vendors would be able to meet all of the requirements and would be aggressive in how they try to posture themselves to be able to retain the business. He suggested that the Board follow that approach and once a selection has been made NTECC would directly negotiate for procurement.

Kevin Laughlin advised that he provided an opinion that basically states that Local Government Corporations, outside of following the State law with respect to public works projects, the procurement rules relating to non-profit corporations apply and basically there are none so the process outlined could be followed. He stated there were a number of different ways the procurement could be structured. Kevin Kearns explained the process they were considering and Kevin Laughlin suggested that the front end documents be very similar to what cities are accustomed to seeing with instructions and deadlines.

Leonard Martin moved approval of the selection process for the Computer Aided Dispatch (CAD) system and Records Management System (RMS) to work

*with the existing four vendors on a structured formalized competitive process;
second by Lea Dunn and the motion was approved with a unanimous 4-0 vote.*

Ashley Mitchell advised she would be working Kevin Laughlin to develop financial and purchasing policies for the Board to consider and expect to have it for the July meeting.

6. Update Briefing on the Design and Construction Process for the NTECC communications center.

Kevin Kearns advised that they and the cities' Facility Design Group met with the design team at CyrusOne who had a preliminary floor plan that they had developed that was based on the general concepts that had been discussed during the business case planning process. He presented an updated floor plan describing the changes as generally minor. One notable exception was the location of the break room. He felt the real issue was whether or not all of the windows would have to be ballistic glass. He suggested that unless the Board has a burning desire to be 100% consistent with industry best practices and National Fire Protection Agency (NFPA) standards, some common sense be applied in deciding which windows in the front area need ballistic glass. He noted that with the change in location of the break room, certain offices would be reallocated such as the Director's office. He voiced concern with the additional square footage for the quiet room and talked about the raised floor and air conditioning needs. He felt that detailed drawings would begin in about a week.

Ashley Mitchell advised the Board that they would be receiving a weekly update and underscored the need for them to refrain from replying in order to protect compliance with the Open Meetings Act.

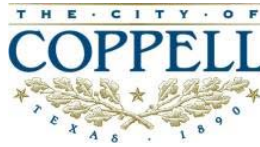
7. Adjourn

The meeting was adjourned at 4:10 p.m.

ATTEST:

Leonard Martin, Secretary

Gary Greer, President



AGENDA ITEM MEMO

MEETING DATE: July 10, 2014

TO: Board of Directors, North Texas Emergency Communications Center, Inc.

FROM: Ashley D. Mitchell, Administrative Services Director, Carrollton

AGENDA ITEM #3 – Consider Proposed Benefits for the North Texas Emergency Communication Center and Establish a Funding Rate and Employee Contribution Rate.

BACKGROUND:

The four City's Human Resource Directors have been working for a number of months to evaluate high quality, cost effective benefits that would be comparable to what dispatch employees receive in their respective cities. The benefit offerings evaluated were: medical, dental, vision, prescription coverage, basic life, accidental death & dismemberment (AD&D), dependent life, dependent AD&D and an Employee Assistance Program (EAP).

Medical

The HR Directors are recommending one medical plan which has a \$750 individual deductible, \$1,500 family deductible, a \$3,000 individual out of pocket maximum, a \$6,000 family out of pocket maximum, 80% coinsurance (in network), 50% coinsurance (out of network), \$30 office visit copay, as well as x-ray and laboratory services. This medical plan would include telemedicine (via Teladoc) as well as clinic access, at no additional cost to employees, at the Carrollton or Lewisville/Coppell Wellness Center locations.

Dental

The Directors are also recommending one dental and one vision plan. The Dental plan being recommended has a \$50 individual deductible, preventative services would be covered at 100% (no deductible), basic dental services would be covered at 80% of usual and reasonable, major dental services would be covered at 50% of usual and reasonable and orthodontic services subject to the \$50 deductible with coverage at 100% of usual and reasonable.

Vision

The Vision plan being recommended allows one complete eye examination per calendar year (benefit paying up to \$85). One pair of frames (benefit paying up to \$85) and lenses (benefit paying from \$70-\$190 depending on type of lenses needed) or a one year supply of contact lenses (benefit paying up to \$175 per set).

Pharmacy

The Directors are also recommending Restat Align network as the Medication Therapy Management Program (MTMP). This prescription coverage plan offers generics with a \$0.00 copay for a 34-day supply and a \$9.00 copay for a 90-day supply of drugs filled at Restat Align network pharmacy locations. Non-generic drugs would be covered at \$38, \$60 or \$120 copays.

Life and AD&D

The HR Directors are recommending Basic Life Insurance and Accidental Death & Dismemberment coverage up to two times an employee's annual salary (not to exceed \$300,000 for any employee).

Dependent Life and AD&D

Dependent Life Insurance and AD&D are also recommended (\$20,000 worth of spousal coverage and up to \$5,000 worth of child coverage).

EAP

The Directors also believe there is a benefit to offering an Employee Assistance Program (EAP). The recommended EAP option would offer 6 free counseling sessions per incident per family member.

DISCUSSION:

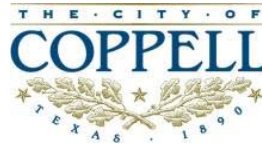
The HR Directors began conversation about funding rates and how much employees and the employer should pay for the rich benefit plan being recommended. Two of the four HR Directors wanted to recommend that the Board consider offering the employee only coverage at no cost to the employee. This option would mean that the employer would pay \$604.44 per employee per month (PEPM) for the medical plan being recommended.

RECOMMENDATION:

Approve recommended benefits as proposed by the HR Directors and recommendation on employee portion and funding rate.

ATTACHMENTS:

None



AGENDA ITEM MEMO

MEETING DATE: July 10, 2014

TO: Board of Directors, North Texas Emergency Communications Center, Inc.

FROM: Kevin Kearns, IXP Corporation

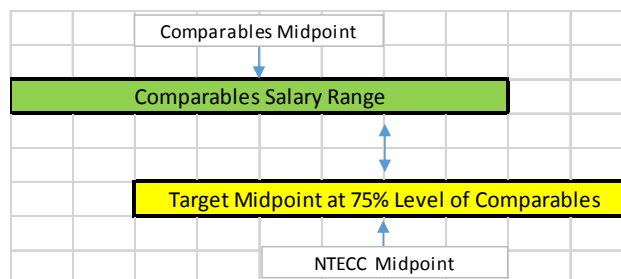
AGENDA ITEM #4 – Consider Proposed Compensation Levels for the Operational Staff of the North Texas Emergency Communication Center.

BACKGROUND:

The four City's Human Resource Directors have been working for a number of months to evaluate the potential compensation structures to be used for the NTECC. This work has included the evaluation of comparable compensation information from a dozen local jurisdictions and information on market-adjusted compensation levels in other multi-jurisdictional dispatch operations in other markets. While this work continues for several of the support positions, the HR Directors have reached a point where they are comfortable recommending compensation levels for the operational positions.

DISCUSSION:

As a general organizational philosophy, the NTECC would like to establish compensation levels for their personnel that are slightly above the market average. As a general guide, the goal will be to set the midpoint of the NTECC compensation range at the 75th percentile of the range identified for comparable jurisdictions and positions.



There are a total of six operational position classifications that are covered in this recommendation memo:

- Telecommunicators – These are the core personnel of the organization that work rotating shifts to provide 24 hour a day coverage. There are a total of 43 Telecommunicator positions in the Business Case model.
- Communications Training Officers (CTOs) – These are working Telecommunicators with additional assigned duties including training of new-hire personnel and assisting Shift Supervisors in the operations of their assigned team. There are 6 of these positions in the Business Case model.
- Shift Supervisors – These personnel manage the 24 hour a day operations of the communications floor and there are a total of 6 of these positions in the Business Case model.
- Training Coordinator – This position coordinates and delivers training for the organization and works a flexible 5-day per week schedule.
- Quality Assurance/Records Custodian – This position provides Quality Assurance reviews of the telephone calls and dispatches being delivered by the comm center and works with the Shift Supervisors, CTOs and Training Coordinator to identify training needs of the organization. This position also manages the official records of the organization and prepares audio recordings and other records as needed for external
- Executive Director

Telecommunicator compensation information was collected from the following 12 jurisdictions: Allen, Coppell, Addison, Plano, Lewisville; Grapevine; Carrollton; Frisco; Keller; Flower Mount; Farmers Branch; and Irving. The resulting average compensation range and resulting recommended NTECC compensation range are shown in the table below:

Average (Mean)	\$34,869	\$49,478
Range Spread	\$14,608	
Midpoint	\$42,173	
75% of Range	\$45,825	
Calculated NTECC Range	\$38,521	\$53,130
Range Spread	\$14,608	
NTECC Midpoint	\$45,825	

CTO compensation is typically set as a percentage above Telecommunicator compensation. After discussing the various duties and responsibilities of this position and its positioning between the Telecommunicator and Supervisor classifications, a 10% margin above Telecommunicator compensation is recommended. This would be applied across the full compensation range for Telecommunicator, so the compensation range for Telecommunicators with added CTO responsibilities would be from \$42,373 to \$58,443.

Supervisor compensation information was collected from the same 12 jurisdictions, and the resulting average compensation range and resulting recommended NTECC compensation range are shown in the table below:

Average (Mean)	\$43,575	\$61,873
Range Spread	\$18,298	
Midpoint	\$52,724	
75% of Range	\$57,298	
Calculated NTECC Range	\$48,150	\$66,447
Range Spread	\$18,298	
NTECC Midpoint	\$57,298	

Compensation levels for the Training Coordinator and Quality Assurance/Records Custodian positions are recommended to be set at the same level as the Shift Supervisors.

Since the NTECC will be a multi-jurisdictional and multi-disciplinary communications center, identification of comparable compensation levels needs to consider similar multi-agency organizations. Compensation information was collected from the Bell County Communications Center, the Richland Hills Communications Center, the Southwest Regional Communications Center, and the Northeast Tarrant County Communications Center.

	Min	Mid	Max
Bell County Communications	\$68,500	\$89,250	\$110,000
Richland Hills Consolidated	\$53,333	\$66,667	\$80,001
Southwest Regional Consolidated	\$90,000	\$101,500	\$113,000
Northeast Tarrant County Communications Center	\$60,892	\$76,419	\$91,947

Compensation information was also examined from a number of similarly sized consolidated communications centers in other markets and then adjusted for local market cost of living. This information suggested a range of \$89,611 to \$115,159 with a mid-point of \$102,772. The HR Directors felt it was best that NTECC set their Director compensation level comparable to the Southwest Regional Communications, with a range from \$90,000 to \$113,000.

RECOMMENDATION:

The four HR Directors feel that the compensation recommendations discussed above are reasonable for the initial NTECC compensation levels.

ATTACHMENTS:

None